

**ONLINE SERVICES—YOU CAN MAKE AND CANCEL APPOINTMENTS, REQUEST REPEAT PRESCRIPTIONS, REQUEST REGISTRATION AND VIEW YOUR SUMMARY CARE RECORD ONLINE.**

**HOLIDAY VACCINATIONS**

A full holiday vaccination and immunisation service is available from both the Nurse and Doctor. Please ask a receptionist for further information.

**DATA PROTECTION**

This Practice adheres to current legislation with regard to patient access to records, Data Protection and other confidentiality matters. The Practice is registered under the Data Protection Act 1998. Patient information is only available to NHS personnel. Any outside agency, e.g. solicitors, requesting information would only be released with written consent.

**COMPLAINTS PROCEDURE**

If you wish to discuss any issue informally, please contact the Practice Manager, either by telephone or by e-mail – [Practice.managerf81088@nhs.net](mailto:Practice.managerf81088@nhs.net) – any complaints received in writing will be dealt with according to the Practice Complaints Procedure, a copy of which can be obtained from reception.

**ZERO TOLERANCE**

This Practice operates a Zero Tolerance Policy. We would like to make it clear that abusive, aggressive or violent behaviour is unacceptable and any patient acting in this manner will be removed from our Practice list immediately.

# **SOUTHEND ROAD SURGERY**

**271a SOUTHEND ROAD**

**STANFORD-LE-HOPE**

**ESSEX SS17 8HD**

**Tel: 01375 679316**

**Fax: 01375 679335**

**Website: [www.southendroadsurgery.co.uk](http://www.southendroadsurgery.co.uk)**

We would like to welcome you to our Practice. Our aim is to provide the best service possible to all of our patients in a friendly and caring environment.

### **PRACTICE TEAM**

Dr. Anand Deshpande                      Male

Mrs B. Lane Practice Nurse              Female

5 reception staff

Our reception staff are the first point of contact in the Practice. They are experienced in their work and are here to help you.

### **JOINING THE PRACTICE**

All persons making an application to join our Practice list must do so by requesting a Registration Form (GMS1). Please check with our staff that you live within our boundary. You will need to provide photographic identification and proof of residency. A new patient health-check appointment with the nurse will be made with all newly registered patients to ensure that the Practice offers the most appropriate medical service to each patient.

### **SURGERY OPENING TIMES**

Monday—Friday                      08:00-18:30

Our consultations are by appointment. You may telephone or call into the surgery or make an appointment online. Should you be unable to keep your appointment, please contact the surgery or cancel online so that the appointment may be offered to another patient.

### **HOME VISITS**

Home visits are reserved for patients who are housebound or incapable or coming into the surgery and should be requested before 10.30 a.m. if possible.

### **REPEAT PRESCRIPTIONS**

We do not take repeat prescriptions over the telephone. If you are unable to bring in your prescription, you can either post it, enclosing a stamped addressed envelope, fax it on 01375 679335., or request online. Your request will be dealt with within 48 hours.

### **RESULTS OF INVESTIGATIONS**

Please telephone the surgery between 12.00 p.m. and 1.00 p.m. for test results to avoid congestion of the telephone lines.

### **REFERRALS**

If the Doctor decides you need to be referred on for specialist treatment, the national system called “Choose & Book” will be used. The system’s primary objective is to offer the patient a choice of hospital where treatment is offered and a choice of appointment date and time. An explanatory booklet is available from reception.

### **CLINICS**

Diabetic	By appointment
Asthma	By appointment
CHD	By appointment
Baby immunisations	By appointment
Family Planning	By appointment
Cervical Smear testing	By appointment